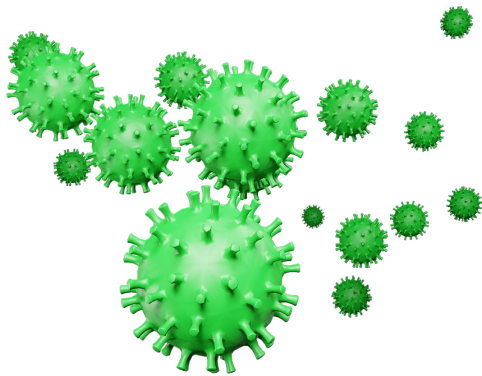


This document provides practical solutions for users of ResourceXpress which will help office workers and employers adapt to the “*new normal*” way of working in a post pandemic world.



There is a wealth of high quality, evidence-based advice already published by governments and health organizations around the world. This document does not seek to promote any particular health policy or practice but it will give you a range of useful ideas of how ResourceXpress can help implement social distancing and minimize the risks from interaction with touch-enabled workspace booking devices.

Whether booking a meeting room/hot desk on the fly or checking in/out of a previously booked workspace, touch-enabled devices in the workplace have long been accepted as one of the best ways to manage workspaces more efficiently. They allow authentication of bookings and the check-in/out process. This facilitates auto-cancellation of reservations should a prior booking not take place or is shorter than anticipated. The data produced as a result of authenticated booking, checking in or out of reservations provides a real time snapshot of how efficient your workspace is operating.

Point of use [meeting room screens](#) and [desk booking devices](#) also provide essential workspace status indication with color coded LED's (Red = Busy, Green = Free, Amber = Awaiting Check-in). Point of use status indication is vital for workspace efficiency, particularly in the current health crisis.

So how can ResourceXpress preserve this valuable resource whilst reducing the need for physical interaction with touch-enabled devices?

Reducing the Risk of Cross Infection

Each organization will have its own policy on cleaning workspaces, and we cannot give more guidance than is readily available from governments and other leading health organizations around the globe. What we can do though is focus on the strengths of ResourceXpress and how it can be used more effectively to reduce cross infection risks. One of the key strengths of ResourceXpress is its ability to operate with [a wide range of RFID standards](#). Managing this in the central ResourceXpress server with its ability to translate and manipulate differing formats of RFID code, authenticating with differing formats of an organizations data.



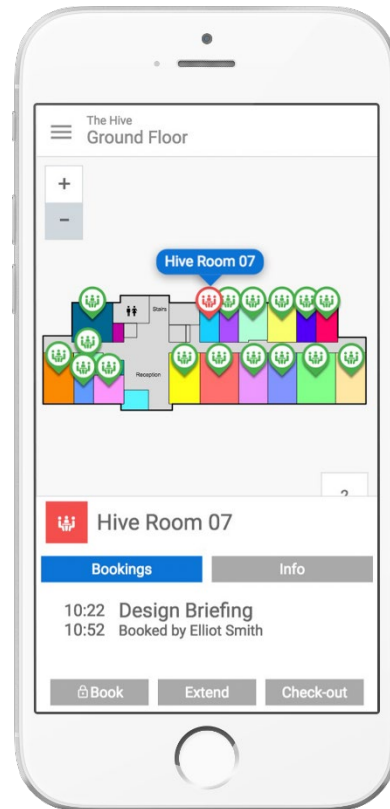
“RFID is a very distance friendly method of authenticating booking operations. No direct contact is required”

As a method of workplace access and resource booking authentication, RFID is a very distance friendly method of providing authentication. No direct contact is required to authenticate any part of the resource booking process.

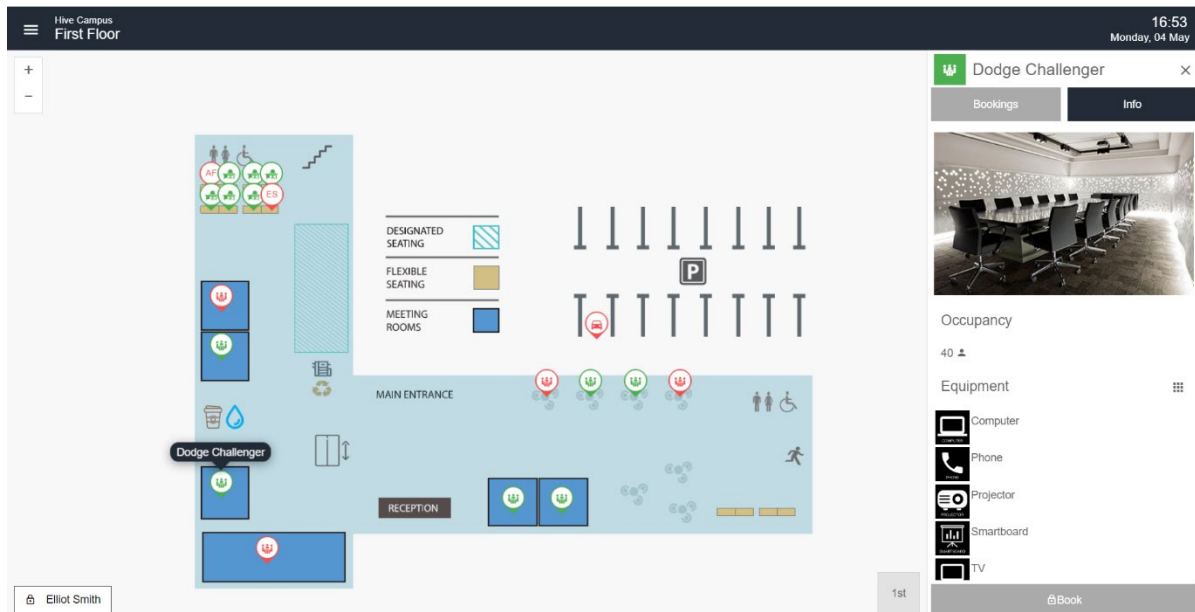
Although users may choose to operate [meeting room screens](#) and [desk booking devices](#) in non-interactive mode to reduce touch interactions, it will not provide all the benefits of a good resource management solution and simply operates devices as expensive status indicators. In the current environment it is now more vital than ever to manage workspaces as efficiently as possible.

With ResourceXpress there are several ways to use the simple process of swiping an RFID card to instantly book a desk or meeting room for a pre-defined period. Similarly, the check-in/out process can be operated with a single RFID authenticated process. Even users of ResourceXpress who currently do not use RFID authentication can easily deploy cost effective NFC stickers or tags to identify authorized users and benefit from contactless authorization of booking processes.

An additional distance friendly method of authenticating the booking check-in is to operate the process remotely. Either by implementing the e-mail check in feature within ResourceXpress or by allowing check in via the [mobile kiosk](#) web app.



This leads us on to another great method of giving users the ability to search and book meeting rooms, desks and huddle-spaces using their own devices. Access to smartphones with internet browsing capability is widespread and most office workers are likely to own a smart device. The ResourceXpress [mobile kiosk](#) app provides the ability for users to quickly browse available workspaces, colleagues' locations, previously booked rooms and desks, across multiple locations and book resources on the fly.



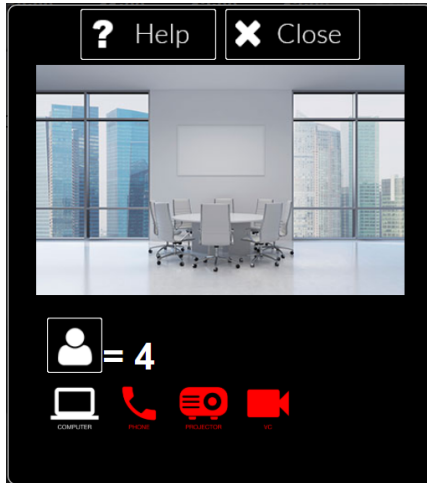
It also provides the ability to check in/out of prior booked resources and to extend bookings. As ResourceXpress can operate in local only mode or use a choice of booking systems, reservations made using the mobile kiosk app are always instantly reflected in the central booking system.

Social Distancing in the Workplace

Some organizations may wish to reduce the capacity of meeting rooms to provide more space and an increased ability to maintain social distancing. Individual methods of protecting employees in meeting rooms will vary greatly. ResourceXpress room capacity information is associated with resource profiles.

Being a central server-based application, reducing resource occupancy capacity can be quite a straightforward process from the administration console. The reduced meeting room capacity information will then be available when booking rooms from point of use devices or from the mobile kiosk app.

Similarly, the ability to provide non-bookable periods between meetings for tear down, clean and set up will be vital to ensure the risks of cross infection between different meeting occupants are reduced. ResourceXpress will provide the ability set a space type as "awaiting cleaning" which has the option to disable interactive room screen/[Qubi3](#) operations and the resource will not be available to book until the cleaning team or a supervisor has checked out and released the resource for normal use.



The ability of ResourceXpress to broadcast system wide messages will also be particularly useful for communicating important social distancing and cross infection control messages directly to meeting room screen devices.

The current health crisis will increase the need for smarter resource sharing practices. The need to maintain social distancing policies in office environments, where multiple desks are located in the same area is vital to reduce cross infection risks.

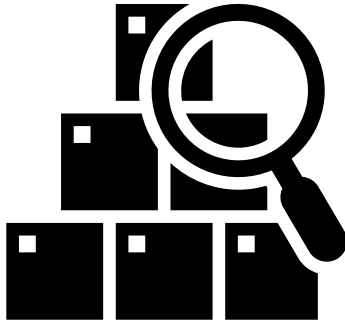
The physical reorganization of desk workspaces is likely to be extremely difficult for larger organizations. [Qubi3](#) and ResourceXpress is an ideal solution for point of use of RFID controlled desk booking. Flexible status indicating LED's show which workspaces are free and which are unavailable.

Workspace floor maps are also extremely useful to replicate the local status view for users not in the workplace. Using [Qubi3](#) and ResourceXpress, organizations can block out adjacent resources when individual desks are booked.

“Resource status indicators are essential to protect service users”



No workspace is the same and deciding safe zones must a decision for local management teams but once work area decisions have been reached, ResourceXpress will provide the ability to auto block out adjacent desks when safe desks are booked.



Contact Tracing in the Workplace.

The increased duty of care placed on employers means that they may have to consider introducing many new working practices and policies to increase protection for the workforce. Reducing the risks of cross infection and social distancing will undoubtedly become more common place.

As we have already indicated, ResourceXpress with RFID authentication is a great way to protect the workforce, whilst maximizing the efficiency of workspaces. Confirmed check-ins for meeting bookings and desk reservations provides useful reporting data* to trace what rooms and resources have been occupied and by whom. In the unfortunate scenario where an employee has shown signs of infection or tested positive for Covid-19, then traceability of movement will be a vital tool to prevent further cross infection in the workplace.

If authenticated check-ins are activated, then the booking organizer will be identified. However, knowing who attends meetings is vital if contact tracing is to be effective.

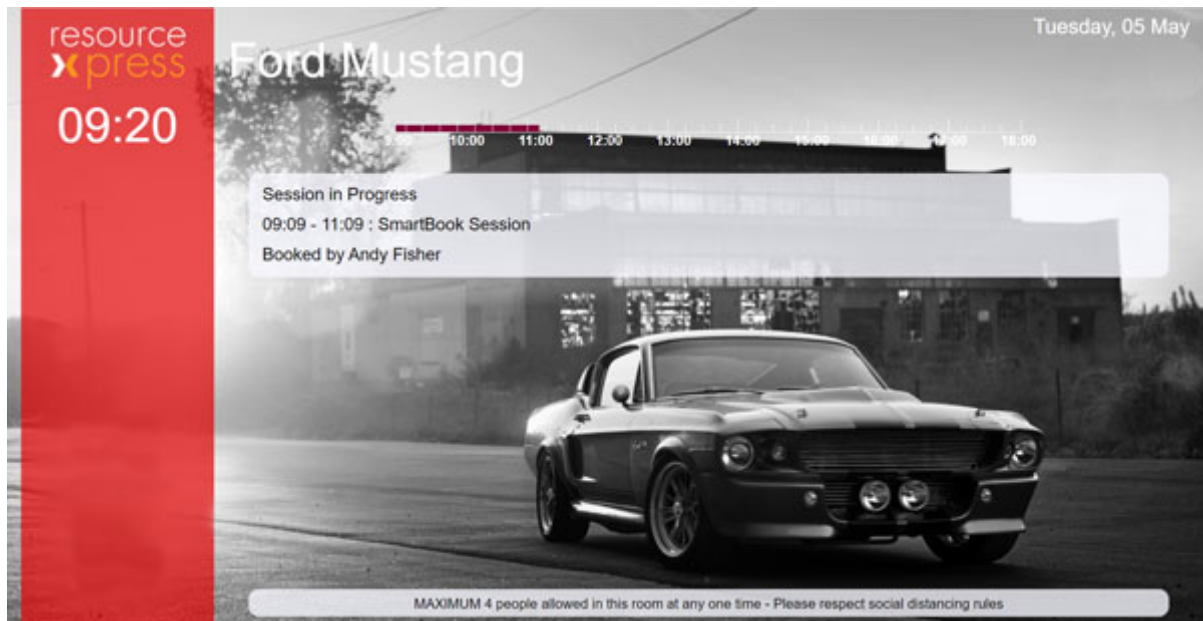
Making it easy for meeting attendees to check in whilst in the room can be achieved by an RFID check in from the room screen or by having an RFID reader device such as [Qubi3](#) in the meeting room for attendees to confirm attendance.

Note: Some of the features detailed in this document will only be available in the latest RX SaaS version or V5 on premise version when it is released.

We can support customers with migration plans to ensure you are on the very latest version of ResourceXpress. Contact our support team for details.

“Broadcasting system wide messages is very useful for communicating social distancing and cross infection control messages”

*Care should be taken to ensure that contact tracing practices comply with data protection legislation and local policies



Summary:

- Simple contactless RFID operations can replace touch control functions
- Point of use status indicators are vital to protect service users and visually ringfence workspaces
- Use workspace maps and mobile kiosk app as a distance friendly alternative to point of use operations
- Reduce meeting room capacity
- Provide clear down/set up status indication for meeting rooms with specific cleaning reports
- Increase space between working desks by auto block-out of adjacent desks to booked resources
- Provide reports with ability to trace booking attendance in the event of a post reservation infection, to protect the entire workforce and their families
- Broadcast system wide or zonal messages to communicate social distancing and cross infection control messages

For more information or to discuss any aspect of how ResourceXpress can help get your workplace back to work, contact:

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